

2009-220-C



250089

Deborah Fasciano
Compliance - Government and Regulatory Affairs

180 S. Clinton Ave.
Rochester, NY 14646

Phone 585 777-5823
Fax 585 325-1355
Deborah.fasciano@ftr.com

April 15, 2014

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RECEIVED
2014 APR 17 AM 9:55
S.C. PUBLIC SERVICE
COMMISSION

RE: Frontier Communications of the Carolinas, Inc. – 1st Quarter Service Quality Report 2014

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 1st quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours

There were heavier than normal workloads due to snow and ice storms in February and early March. Technicians hired and trained continue to produce positive results. Over 300 hours of preventative maintenance was completed during the 1st quarter. Continued improvements are expected.

Percent Repair Calls Answered W/I 20 Seconds

Weather events and outages drove higher repair call volumes. The average handle time improved compared to December, but was still elevated in January as Residential Agents learned to use a new CMR tool. The call center has increased overtime, and continues schedule optimization in relation to call volume and tour adjustments in order to meet the service objective.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Fasciano".

Deborah Fasciano
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

